

INTERIM GUIDANCE – After Hours Reporting

For Service Providers and CLBC Staff

**** This guidance is valid only for the interim period as part of the COVID-19 Emergency Response ****

Purpose:

In order to ensure that CLBC can be responsive to the needs of individuals, families, and service providers outside of regular operating hours during this critical time, this guidance document provides details on using MCFD After Hours when COVID-19 related issues arise.

The *Interim Guidance – After Hours Reporting* document should be considered together with the *After Hours Services Operating Agreement Between MCFD and CLBC*, [Critical Incidents: Service Provider Requirement Guide](#), and CLBC's [Critical Incidents Policy](#) and [End-of-Life Policy](#); all of which are applied together as one standardized requirement and guidance to ensure the safety, health, well-being and rights of individuals accessing CLBC-funded services.

Contact information and direction for service providers and the public are on CLBC's website: <https://www.communitylivingbc.ca/contact/after-hours-emergency-contact/>

Requirements:

During the emergency response period the following COVID-19 related situations occurring outside of CLBC operating hours must be reported to MCFD After Hours both for CLBC-eligible individuals **and** for support staff or caregivers:

- COVID-19 related deaths
- COVID-19 related hospitalizations
- Diagnosis of COVID-19
- Symptomatic cases of COVID-19

Service Providers

Service providers report the above COVID-19 related situations to MCFD After Hours. MCFD After Hours will notify the appropriate CLBC Director of Regional Operations, who will liaise with service providers, the CLBC manager and Health to provide the necessary support and guidance.

Service providers report any COVID-19 issues to their regional health authority as necessary by phoning 811. As appropriate service providers may connect with Health Services for Community Living (HSCL) as well.

Service providers must submit required critical incident reports to CLBC electronically in accordance with the *Interim Guidance – Electronic Critical Incident Reporting*.

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If service providers know of COVID-19 related situations that are likely to emerge outside of regular operating hours (e.g. as the weekend approaches), they should make communication arrangements with CLBC staff. Any pre-existing communication arrangements of this nature should continue.

Integrated Services Managers (ISM)

ISMs ensure that all of the service providers in their region are aware of interim guidance for reporting COVID-19 related situations that occur outside of CLBC operating hours to MCFD After Hours.

ISMs ensure that if they know of any COVID-19 related situations that are likely to emerge outside of regular operating hours (e.g. as the weekend approaches), they should make communication arrangements with service providers.

References and Tools:

CEO's communication – April 9, 2020

[Critical Incidents Policy](#)

[Critical Incidents: Service Provider Requirement Guide](#)

[End-of-Life Policy](#)

Interim Guidance – Electronic Critical Incident Reporting

[Operating Agreement Between MCFD and CLBC with Regard to the Provision of After Hours Services](#)